



## Having problems getting health care from TennCare?

**Call your health plan first.** Their phone number is on your TennCare card.

**If you still have problems**, call TennCare Solutions for free at **1-800-878-3192**.

They can help you with your problem OR help you file an appeal.

An appeal is one way to fix problems with TennCare.

**You have the right to appeal if:**

- TennCare says **NO** when you ask for health care.
- OR, TennCare stops or changes your health care.
- OR, you have to wait too long to get health care.
- OR, you have health care bills you think TennCare should have paid for, but didn't.

You **only** have **30 days** to appeal after you find out that there is a problem.

Someone who has the legal right to act for you can also file an appeal for you.

Usually, your appeal is decided within **90 days** after you file it. What if you can't wait 90 days for your health care or medicine? **If you have an emergency**, your appeal can be decided sooner. Your doctor must say in writing that it is an emergency.

**An emergency means if you don't get the care sooner than 90 days:**

- You will be at risk of serious health problems OR you may die.
- OR, it will cause serious problems with your heart, lungs, or other parts of your body.
- OR, you will need to go into the hospital.

**Do you and your doctor think you have an emergency?**

If so, you can ask TennCare for an emergency appeal.

### **Have questions? Need help? Want to appeal?**

Call TennCare Solutions for free at **1-800-878-3192**.

They can help solve many problems **before** you have to appeal.

They can also take your appeal over the phone.

**We do not allow unfair treatment in TennCare.** No one is treated differently because of race, color, birthplace, language, sex, age, or disability. Do you think you've been treated unfairly? Then call the Family Assistance Service Center for free at **1-866-311-4287**.